

## Performance Measure Progress

January 1, 2014 through June 30st, 2015

18 month Report

### HOW MUCH DID WE DO?

What	How Many	Comments
<b>Pre-Screenings</b>	463	333 conducted in-person (90%)
<b>Options Counseling</b>	297	
<b>Emergency Referrals</b>	2	
<b>Individuals with Medicaid eligibility</b>	175	130 provided Medicaid eligibility options counseling
<b>Resource Information given for SDS Funded Programs:</b>	<b>(duplicated)</b>	
PCA	324	
Waiver	175	
SDS Grants	192	Includes: Meals, transportation, chore, respite, adult day, family caregiver services, GR, Pioneer Home, and mini-grant programs.
<b>Resource Information on other programs:</b>	454 individuals offered 2131 referral options	Referrals offered included: emergency, independent living center, accessibility, DPA, DME, energy assistance, guardianship/decision making, home health, hospice, housing options, STAR, CDDG, Medicaid application assistance, medical providers, natural supports, LTC insurance, and assisted living.
<b>Individuals answering "Yes" to concerns about safety</b>	40	2 required an immediate referral to APS

### Behavior Health:

Mental health or substance abuse issues mentioned:	131	3 said work, family life, or health had been affected by substance use in the past month. One individual responded with "Don't know."
In past month felt nervous, hopeless, restless or fidgety, depressed, worthless, none of these, or didn't know:	324	Breakdown of responses - duplicated: 68 = Nervous                      46 = Hopeless 53 Restless/Fidgety          102 = Depressed 14 = Worthless                192 None of the above 9 = Don't know                0 = refused to answer
BH Options offered during Options Counseling based on answers to pre-screening questions:	257	the following responses were received -some duplication between mental health and substance abuse responses: 4 - receive substance abuse services 67 - receive mental health services 104 - receive neither service 5 - Don't know 2 - refused substance abuse service options 18 - refused mental health service options 150- didn't refuse - accepted resource information 9- Don't know 4- Refused to answer
<b>Medicare SHIP Counseling</b>	46	ADRC's have certified Medicare counselors on staff

## 15 Months of Complete Data

HOW WELL DID WE DO?	Current period 12/1/2013 - 5/31/2015		Baseline Year 12/1/2012 -11/30 /2013	
	How Many	Percent	How Many	Percent
<b>PCA*</b>				
Initial Apps Received	52		66	
IAs Conducted	48	92%	51	77%
LOS Approved	33	69%	35	63%
LOS Denied	15	31%	16	29%
Closed	4	8%	10	15%
<b>Waiver*</b>				
Initial Apps Received	51		70	
IAs Conducted	44	86%	68	97%
LOC Approved	27	63%	49	72%
LOC Pending	1	2%	0	0%
LOC Denied	16	31%	19	28%
Closed	7	14%	2	3%
<b>Combo (PCA and Waiver)**</b>				
Initial Apps Received	54		49	
IAs Conducted	52	96%	49	100%
Approved Waiver and PCA	27	56%	30	63%
Approved Waiver only	1	2%	1	2%
Approved PCA only	49	98%	18	37%
Denied both	1	2%	0	0%
Closed	2	4%	0	0%
*Counted in month application received.				
**Combo grouped by date SDS received the initial Waiver application				

<b>CUSTOMER SATISFACTION</b>	As of 9/2014 UAA/CHD began conducting this performance Measure and will deliver a final report by 10/1/15.
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